



COMMUNITY
SERVICES #1

SUMMER 2025



COMMUNITY CONNECTION

A MESSAGE FROM JULIETTE



With spring well and truly here and the heat of summer approaching we hope this newsletter finds you well. This year has been a year of challenges, achievements and immense appreciation for our clients, volunteers and clients. As we look ahead to the new

year, our priority remains supporting you to live well at home, stay active, and feel connected to your community. This will include providing you with the opportunity to provide your valuable feedback, suggestions and recommendations on how we can enhance our services.

Warm regards,

JULIETTE

Executive Director, Aged Care Services

LEISURE & WELLBEING ACTIVITIES

A friendly reminder of CS#1's Leisure and Wellbeing Groups! We are currently offering spots for the following groups if you are interested: **Chair Yoga, Chair Dancing, Walking Group, Canberra Historical Group** and a **Meet and Mingle group** (for men). Call **(02) 6126 4700** for all enquiries and bookings.



COMMUNITY CONNECTION

STAYING SAFE AND WELL IN SUMMER



With the heat already starting this is a friendly reminder on some health and wellbeing tips for keeping cool during the summer.

Remember to drink plenty of water and stay cool during the hottest part of the day. When outdoors stay in the shade and wear a hat and sun-screen. You should also ensure any medication you have is stored in a cool place.

It is also worth being mindful of some home maintenance and safety areas like checking fans, smoke alarms, air-conditioning filters, and outdoor paths. CS#1 provides home maintenance under its CHSP program so if you have a CHSP referral code it is worth calling 02 6126 4700 to see if we can help.

CS#1 CHRISTMAS EVENT - YOU ARE WELCOME!

CS#1's annual Christmas party will be held on **Thursday the 4th of December** from 5pm-7pm.

Call CS#1 reception on **(02) 6126 4700** for more information.



UPDATE ON CHSP CLIENT CONTRIBUTION FEES

Community Services #1 (CS#1) is making a small adjustment to our Commonwealth Home Support Program (CHSP) client contribution fees from 1 January 2026. This small increase across all services is part of CS#1's annual fee increases to ensure we sustain and maintain affordability and the level of service quality you deserve. **Please see attached letter that details more information, including hardship options and affordability.**

COMMUNITY CONNECTION

CARE FINDER UPDATE

Since 2023, Community Services #1 has had the privilege of walking alongside older Australians in the ACT to help them to navigate complex systems and access the support they deserve, through the Care Finder Program.

As part of a program strategic restructure, following discussions between Capital Health Network and Care Finder stakeholders, the Care Finder Program will be transitioning to a more streamlined delivery model to better meet the evolving needs of our community. Unfortunately, this has meant that Community Services #1 will no longer deliver Care Finder services from 1 November 2025.

Meridian and Community Options will continue to deliver ongoing Care Finder Program and services in the ACT region. For more information on how to engage with the Care Finder Program contact Meridian on (02) 6257 2855 or Community Options on (02) 6109 6655.



WANT TO RECEIVE EMAIL COMMUNICATIONS FROM US?

Our team are wanting to start communicating more with those who have an email address. If this is you, please email us your preferred email address at chsp@communityservices1.org and we will ensure you are added to our email list. As always, we will print any communications for those who prefer a paper or hard copy.

COMMUNITY CONNECTION

TEAM SPOTLIGHT



CLIENT TESTIMONIALS

'I have found Selwyn a great listener and follows through with agreed processes which is not always the case with representatives I have met'

'the event today was very enjoyable, and we feel very grateful for the arrangements made by all leaders and staff of CS#1, everyone is happy in the group'

WELCOME OUR NEW TEAM MEMBERS!

We'd like to introduce three new Home Support Workers to our team: **Catherine Ryan, Shelly Zhang, and Kunzang Pelden**. All three new team members come with a background with working in the home and community care space.

GROWING OUR CHSP SERVICES

Over the coming weeks we are looking at recruiting more casual Home Support Workers and volunteers. More information will be provided in the next newsletter! If you know of anyone interested in volunteering, please contact our team on **(02) 6126 4700** or email us at **chsp@communityservices1.org**

COMMUNITY CONNECTION

WHAT'S CHANGING WITH CHSP FROM NOV 2025?

From **1 November 2025**, some changes to the CHSP will start to take effect to make the program simpler, fairer, and more consistent for all clients. While most services will continue as usual, you may notice some small adjustments to how your services are delivered or recorded. Our team will keep you informed every step of the way and ensure your care and support remain our top priority.

To learn more about the changes to CHSP and how they may impact you, we have included the complete write-up from the Department of Health, Disability and Ageing at the end of this newsletter.

...AND LASTLY, A BIG THANK YOU

I'd like to acknowledge you as a valuable client of CS#1 and look forward to building our engagement more with you over the coming months and longer term. I'd also like to say a big thank you to all our CS#1 workforce for their commitment and dedication to provide important services and support to you to ensure you remain well and safe in your home and community.

Thank you for being part of the Community Services #1 family — we look forward to continuing to support you in the year ahead.

JULIETTE



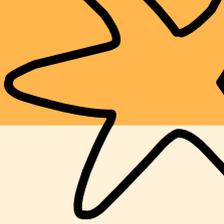
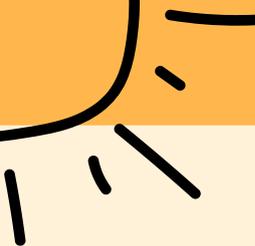
CONTACT DETAILS:

Phone: 1800 960 938

Email: chsp@communityservices1.org

Address: 63 Boolimba Crescent,
Narrabundah ACT 2604

Monday—Friday 9am-5pm



**MESSAGE FROM THE DEPARTMENT OF
HEALTH, DISABILITY AND AGEING**

Commonwealth Home Support Program aged care client's information collection notice

Your personal information is protected by law, including the Privacy Act 1988 and the Australian Privacy Principles, and is being collected by the Australian Government Department of Health, Disability and Ageing (the department) for the primary purpose of ensuring that you can continue to access Commonwealth funded aged care services following the commencement of the new Aged Care Act 2024 (the new Act) from 1 November 2025 if you are eligible.

Older people accessing funded aged care services from 1 November 2025 will do so under the new Act. This includes individuals accessing services under a specialist aged care program such as the Commonwealth Home Support Program (CHSP). The department requires some personal information about you to verify that you are currently accessing aged care services through CHSP and ensure you meet the legislative requirements to access funded aged care services.

The information we require is limited and can be obtained from your CHSP provider with your consent.

The aim of this data collection is to assess your eligibility under the exceptional circumstances provision of the new Act so that you can continue accessing services through your existing CHSP provider. Your information will also be used to confirm your existing profile within My Aged Care, or if you do not have a My Aged Care profile, to create a profile on your behalf. Details about how personal information entered into a My Aged Care profile will be used and disclosed is available from your CHSP provider or can be found here: [My Aged Care privacy](#).

You can get more information about the way in which the department will manage your personal information, including our privacy policy, at: [Website privacy policy | Australian Government Department of Health, Disability and Ageing](#). The department will not disclose your personal information to any overseas recipients.

In the below Privacy Notice, you will be provided with greater detail about consenting to your CHSP provider disclosing your personal information to the department for the purposes indicated above. If you do not provide your consent, you will be required to apply for an aged care needs assessment or move to a full fee-paying arrangement with your provider from 1 November 2025.



Leisure & Wellness Groups

NOVEMBER 2025

BOOKINGS REQUIRED CALL 02 6126 4710 OR
EMAIL US: GROUPS@COMMUNITYSERVICES1.ORG



MONDAY

SPANISH SOCIAL GROUP

11AM-1.30PM

Friendship with Spanish Seniors held at various clubs across Canberra. Lunch at own cost.

TUESDAY

SOCIAL GROUP OUTING

11AM-2PM

Various Locations Transport avail Morning tea & lunch at own cost.

WEDNESDAY

CROATIAN SOCIAL GROUP

11AM - 2PM

Friendship with Croatian seniors. Canberra clubs & Griffith Hall on the last Wednesday each month. Tea/coffee provided Lunch at own cost.

THURSDAY

CHINESE SOCIAL GROUP

11AM-3PM

Friendship with Chinese seniors Every Thursday the Chinese group go on outings around Canberra and on the 1st Thursday of the month the group meets to create Chinese paintings at Griffith Hall, Stuart St, Griffith.

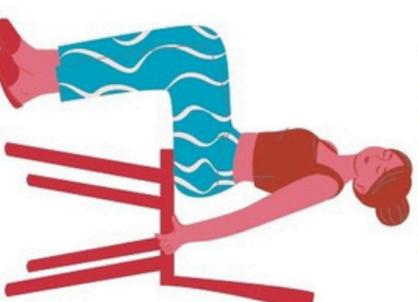
FRIDAY

SENIORS BINGO

10AM - 12PM

Griffith Hall

Join us for morning tea and bingo.



CHAIR YOGA

Weekly 1 - 2pm

Griffith Hall

Chair Yoga class helps you stay mobile.



Supporting Health Happiness & Connection

Fees apply to this program. CS#1 offers a range activities under the Commonwealth Home Support Program (CHSP). We also cater for participants to pay privately themselves or through a HCP or the NDIS. To be eligible you must be over 65, or 50 for Aboriginal and Torres Strait Islander participants, and require a low level of support.